



**March 16, 2020**

Ms. Christine Chavez  
Ms. Cindy Kelly  
Merced County Association of Governments  
369 W. 18<sup>th</sup> Street  
Merced, CA 95340

**RE: YARTS Monthly Report February 1-29, 2020**

Dear Ms. Chavez and Kelly,

In accordance with the contract agreement between the Yosemite Area Regional Transportation System Joint Powers Authority (YARTS JPA) and VIA Adventures, Inc. attached please find the revised monthly summary of operating statistics for February 1-29, 2020.

Please feel free to contact me directly at 384-1315 should you have questions or need additional information.

Sincerely,

Denise Demery  
YARTS Program Manager

**RIDERSHIP**

From 2/1/2020 to 2/29/2020

A total of 3,582 passengers were carried on the HWY 140 system by VIA. Of these, 427 were Amtrak passengers utilizing the YARTS service.

**Ridership - All**

Date	NPS Employees	Paid Fare	Child Free	Amtrak Paid	Total
2/1/2020	0	100	0	2	102
2/2/2020	0	85	2	2	89
2/3/2020	20	111	1	2	134
2/4/2020	24	100	3	9	136
2/5/2020	20	87	6	5	118
2/6/2020	17	81	4	14	116
2/7/2020	13	59	4	17	93
2/8/2020	3	87	7	4	101
2/9/2020	1	69	2	11	83
2/10/2020	19	79	3	13	114
2/11/2020	12	95	2	8	117
2/12/2020	24	78	2	7	111
2/13/2020	13	91	3	14	121
2/14/2020	7	93	2	22	124
2/15/2020	0	124	8	44	176
2/16/2020	0	105	2	21	128
2/17/2020	6	109	4	17	136
2/18/2020	17	93	7	23	140
2/19/2020	22	113	6	13	154
2/20/2020	17	95	8	13	133
2/21/2020	7	78	2	33	120
2/22/2020	1	101	0	10	112
2/23/2020	0	105	2	14	121
2/24/2020	16	102	1	17	136
2/25/2020	19	110	6	14	149
2/26/2020	19	77	2	4	102
2/27/2020	8	129	3	47	187
2/28/2020	10	81	3	11	105
2/29/2020	2	106	0	16	124
<b>Total</b>	317	2,743	95	427	3,582
	8.85%	76.58%	2.65%	11.92%	100.00%

**RIDERSHIP**

From 2/1/2020 to 2/29/2020

**Ridership - Excluding Amtrak**

<b>Date</b>	<b>NPS Employees</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
2/1/2020	0	100	0	100
2/2/2020	0	85	2	87
2/3/2020	20	111	1	132
2/4/2020	24	100	3	127
2/5/2020	20	87	6	113
2/6/2020	17	81	4	102
2/7/2020	13	59	4	76
2/8/2020	3	87	7	97
2/9/2020	1	69	2	72
2/10/2020	19	79	3	101
2/11/2020	12	95	2	109
2/12/2020	24	78	2	104
2/13/2020	13	91	3	107
2/14/2020	7	93	2	102
2/15/2020	0	124	8	132
2/16/2020	0	105	2	107
2/17/2020	6	109	4	119
2/18/2020	17	93	7	117
2/19/2020	22	113	6	141
2/20/2020	17	95	8	120
2/21/2020	7	78	2	87
2/22/2020	1	101	0	102
2/23/2020	0	105	2	107
2/24/2020	16	102	1	119
2/25/2020	19	110	6	135
2/26/2020	19	77	2	98
2/27/2020	8	129	3	140
2/28/2020	10	81	3	94
2/29/2020	2	106	0	108
<b>Total</b>	317	2,743	95	3,155
	10.05%	86.94%	3.01%	100.00%

## Ridership by Pick-up Location

Pick-up Location	Riders	Percentage
Airport	24	0.67%
Amtrak	621	17.34%
AutoCamp	26	0.73%
Barium Mine Rd	20	0.56%
Bug Hostel	148	4.13%
Catheys Valley	21	0.59%
Cedar Lodge	106	2.96%
El Portal PO	44	1.23%
Half Dome Villag	234	6.53%
Mariposa Park &	414	11.56%
MidPines PK & Ri	84	2.35%
MPMidtown	202	5.64%
MPPO	34	0.95%
NPS Maintenance	77	2.15%
Roadside Rest	142	3.96%
Transpo	285	7.96%
Yosemite Valley L	321	8.96%
YosVCenter	721	20.13%
YV Lodge	58	1.62%
<b>Totals</b>	<b>3582</b>	<b>100.00%</b>

**LOAD FACTOR ANALYSIS : 2/1/2020 - 2/29/2020**

Below please find the load factor calculations for the HWY 140 runs operated by VIA for 2/1/2020 through 2/29/2020. The load factor analysis is broken down by daily-all routes, weekday, and weekend service.

**WITH AMTRAK**

## Daily - All Runs

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	931	114	12.24%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,421	243	17.10%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,421	350	24.63%	Inbound 6:40 AM Merced to Yosemite
4XW	1,421	322	22.66%	Inbound 8:45 AM Merced to Yosemite
5W	1,421	395	27.80%	Inbound 10:30 AM Merced to Yosemite
5 Extra	49	16	32.65%	Inbound 10:30 AM Merced to Yosemite Extra
6W	1,421	364	25.62%	Inbound 5:25 PM Merced to Yosemite
7WOct	931	59	6.34%	Outbound 5:54 AM Midpines to Merced
8W	1,421	377	26.53%	Outbound 8:20 AM Yosemite to Merced
9W	1,421	350	24.63%	Outbound 2:20 PM Yosemite to Merced
10XW	931	185	19.87%	Outbound 3:40 PM Yosemite to Merced
11W	1,421	472	33.22%	Outbound 4:15 PM Yosemite to Merced
11WX	49	42	85.71%	Outbound 5:05 PM Yosemite to Merced Extra
12W	1,421	293	20.62%	Outbound 5:05 PM Yosemite to Merced
<b>Total</b>	<b>15,680</b>	<b>3,582</b>	<b>22.84%</b>	

## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	931	114	12.24%	Inbound Express 5:00 AM Merced to Yosemite
2W	931	175	18.80%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	931	188	20.19%	Inbound 6:40 AM Merced to Yosemite
4XW	931	206	22.13%	Inbound 8:45 AM Merced to Yosemite
5W	931	237	25.46%	Inbound 10:30 AM Merced to Yosemite
6W	931	280	30.08%	Inbound 5:25 PM Merced to Yosemite
7WOct	931	59	6.34%	Outbound 5:54 AM Midpines to Merced
8W	931	265	28.46%	Outbound 8:20 AM Yosemite to Merced
9W	931	227	24.38%	Outbound 2:20 PM Yosemite to Merced
10XW	931	185	19.87%	Outbound 3:40 PM Yosemite to Merced
11W	931	261	28.03%	Outbound 4:15 PM Yosemite to Merced
11WX	49	42	85.71%	Outbound 5:05 PM Yosemite to Merced Extra
12W	931	171	18.37%	Outbound 5:05 PM Yosemite to Merced
<b>Total</b>	<b>11,221</b>	<b>2,410</b>	<b>21.48%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	490	64	13.06%	Inbound 5:45 AM Catheys Valley to Yosemite
2W	490	4	0.82%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	490	145	29.59%	Inbound 6:40 AM Merced to Yosemite
3W	490	17	3.47%	Inbound 6:40 AM Merced to Yosemite
4XW	490	6	1.22%	Inbound 8:45 AM Merced to Yosemite
4XW	490	110	22.45%	Inbound 8:45 AM Merced to Yosemite
5W	490	7	1.43%	Inbound 10:30 AM Merced to Yosemite
5W	490	151	30.82%	Inbound 10:30 AM Merced to Yosemite
5 Extra	49	16	32.65%	Inbound 10:30 AM Merced to Yosemite Extra
6W	490	72	14.69%	Inbound 5:25 PM Merced to Yosemite
6W	490	12	2.45%	Inbound 5:25 PM Merced to Yosemite
8W	490	101	20.61%	Outbound 8:20 AM Yosemite to Merced
8W	490	11	2.24%	Outbound 8:20 AM Yosemite to Merced
9W	490	13	2.65%	Outbound 2:20 PM Yosemite to Merced
9W	490	110	22.45%	Outbound 2:20 PM Yosemite to Merced
11W	490	176	35.92%	Outbound 4:15 PM Yosemite to Merced
11W	490	35	7.14%	Outbound 4:15 PM Yosemite to Merced
12W	490	15	3.06%	Outbound 5:05 PM Yosemite to Merced
12W	490	107	21.84%	Outbound 5:05 PM Yosemite to Merced
<b>Total</b>	<b>8,869</b>	<b>1,172</b>	<b>13.21%</b>	

**WITHOUT AMTRAK**

Daily - All Routes

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	931	114	12.24%	Inbound Express 5:00 AM Merced to Yosemite
2W	1,421	240	16.89%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	1,421	329	23.15%	Inbound 6:40 AM Merced to Yosemite
4XW	1,421	260	18.30%	Inbound 8:45 AM Merced to Yosemite
5W	1,421	274	19.28%	Inbound 10:30 AM Merced to Yosemite
5 Extra	49	16	32.65%	Inbound 10:30 AM Merced to Yosemite Extra
6W	1,421	336	23.65%	Inbound 5:25 PM Merced to Yosemite
7WOct	931	58	6.23%	Outbound 5:54 AM Midpines to Merced
8W	1,421	318	22.38%	Outbound 8:20 AM Yosemite to Merced
9W	1,421	303	21.32%	Outbound 2:20 PM Yosemite to Merced
10XW	931	183	19.66%	Outbound 3:40 PM Yosemite to Merced
11W	1,421	403	28.36%	Outbound 4:15 PM Yosemite to Merced
11WX	49	42	85.71%	Outbound 5:05 PM Yosemite to Merced Extra
12W	1,421	279	19.63%	Outbound 5:05 PM Yosemite to Merced
<b>Total</b>	<b>15,680</b>	<b>3,155</b>	<b>20.12%</b>	



## Weekdays

Runs	Max Load Capacity	Ridership	Load Factor	
1XW	931	114	12.24%	Inbound Express 5:00 AM Merced to Yosemite
2W	931	173	18.58%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	931	186	19.98%	Inbound 6:40 AM Merced to Yosemite
4XW	931	152	16.33%	Inbound 8:45 AM Merced to Yosemite
5W	931	148	15.90%	Inbound 10:30 AM Merced to Yosemite
6W	931	260	27.93%	Inbound 5:25 PM Merced to Yosemite
7WOct	931	58	6.23%	Outbound 5:54 AM Midpines to Merced
8W	931	221	23.74%	Outbound 8:20 AM Yosemite to Merced
9W	931	202	21.70%	Outbound 2:20 PM Yosemite to Merced
10XW	931	183	19.66%	Outbound 3:40 PM Yosemite to Merced
11W	931	221	23.74%	Outbound 4:15 PM Yosemite to Merced
11WX	49	42	85.71%	Outbound 5:05 PM Yosemite to Merced Extra
12W	931	164	17.62%	Outbound 5:05 PM Yosemite to Merced
<b>Total</b>	<b>11,221</b>	<b>2,124</b>	<b>18.93%</b>	

## Weekends/Holidays

Runs	Max Load Capacity	Ridership	Load Factor	
2W	490	63	12.86%	Inbound 5:45 AM Catheys Valley to Yosemite
2W	490	4	0.82%	Inbound 5:45 AM Catheys Valley to Yosemite
3W	490	126	25.71%	Inbound 6:40 AM Merced to Yosemite
3W	490	17	3.47%	Inbound 6:40 AM Merced to Yosemite
4XW	490	6	1.22%	Inbound 8:45 AM Merced to Yosemite
4XW	490	102	20.82%	Inbound 8:45 AM Merced to Yosemite
5W	490	5	1.02%	Inbound 10:30 AM Merced to Yosemite
5W	490	121	24.69%	Inbound 10:30 AM Merced to Yosemite
5 Extra	49	16	32.65%	Inbound 10:30 AM Merced to Yosemite Extra
6W	490	69	14.08%	Inbound 5:25 PM Merced to Yosemite
6W	490	7	1.43%	Inbound 5:25 PM Merced to Yosemite
8W	490	86	17.55%	Outbound 8:20 AM Yosemite to Merced
8W	490	11	2.24%	Outbound 8:20 AM Yosemite to Merced
9W	490	13	2.65%	Outbound 2:20 PM Yosemite to Merced
9W	490	88	17.96%	Outbound 2:20 PM Yosemite to Merced
11W	490	155	31.63%	Outbound 4:15 PM Yosemite to Merced
11W	490	27	5.51%	Outbound 4:15 PM Yosemite to Merced
12W	490	13	2.65%	Outbound 5:05 PM Yosemite to Merced
12W	490	102	20.82%	Outbound 5:05 PM Yosemite to Merced
<b>Total</b>	<b>8,869</b>	<b>1,031</b>	<b>11.62%</b>	

## PASSENGER FARES BY TYPE

Below please find a breakdown of passenger fares recorded by VIA for HWY 140 runs for 2/1/2020 through 2/29/2020.

### Daily - All Routes

Run	NPS Emp's	Child Free	Paid Fare	Amtrak	Total
10XW	83	6	94	2	185
11W	12	16	375	69	472
11WX	0	0	42	0	42
12W	14	5	260	14	293
1XW	81	0	33	0	114
2W	49	15	176	3	243
3W	33	9	287	21	350
4XW	2	7	251	62	322
5 Extra	0	0	16	0	16
5W	1	10	263	121	395
6W	1	8	327	28	364
7WOct	2	0	56	1	59
8W	10	10	298	59	377
9W	29	9	265	47	350
	317	95	2,743	427	3,582
	8.85%	2.65%	76.58%	11.92%	100.00%

**Weekdays**

<b>Run</b>	<b>NPS Emp's</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Amtrak</b>	<b>Total</b>
10XW	83	94	6	2	185
11W	12	202	7	40	261
11WX	0	42	0	0	42
12W	13	146	5	7	171
1XW	81	33	0	0	114
2W	45	113	15	2	175
3W	31	151	4	2	188
4XW	1	146	5	54	206
5W	1	139	8	89	237
6W	1	255	4	20	280
7WOct	2	56	0	1	59
8W	9	205	7	44	265
9W	25	170	7	25	227
	304	1,752	68	286	2,410
	12.61%	72.70%	2.82%	11.87%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Amtrak</b>	<b>Total</b>
11W	0	173	9	29	211
12W	1	114	0	7	122
2W	4	63	0	1	68
3W	2	136	5	19	162
4XW	1	105	2	8	116
5 Extra	0	16	0	0	16
5W	0	124	2	32	158
6W	0	72	4	8	84
8W	1	93	3	15	112
9W	4	95	2	22	123
	13	991	27	141	1,172
	1.11%	84.56%	2.30%	12.03%	100.00%

## PASSENGER FARES BY TYPE EXCLUDING AMTRAK

### Daily - All Routes

Run	NPS Emp's	Paid Fare	Child Free	Total
10XW	83	94	6	183
11W	12	375	16	403
11WX	0	42	0	42
12W	14	260	5	279
1XW	81	33	0	114
2W	49	176	15	240
3W	33	287	9	329
4XW	2	251	7	260
5 Extra	0	16	0	16
5W	1	263	10	274
6W	1	327	8	336
7WOct	2	56	0	58
8W	10	298	10	318
9W	29	265	9	303
	317	2,743	95	3,155
	10.05%	86.94%	3.01%	100.00%

**Weekdays**

<b>Run</b>	<b>NPS Emp's</b>	<b>Paid Fare</b>	<b>Child Free</b>	<b>Total</b>
10XW	83	94	6	183
11W	12	202	7	221
11WX	0	42	0	42
12W	13	146	5	164
1XW	81	33	0	114
2W	45	113	15	173
3W	31	151	4	186
4XW	1	146	5	152
5W	1	139	8	148
6W	1	255	4	260
7WOct	2	56	0	58
8W	9	205	7	221
9W	25	170	7	202
	304	1,752	68	2,124
	14.31%	82.49%	3.20%	100.00%

**Weekends/Holidays**

<b>Run</b>	<b>NPS</b>	<b>Adult</b>	<b>Child Free</b>	<b>Total</b>
11W	0	173	9	182
12W	1	114	0	115
2W	4	63	0	67
3W	2	136	5	143
4XW	1	105	2	108
5 Extra	0	16	0	16
5W	0	124	2	126
6W	0	72	4	76
8W	1	93	3	97
9W	4	95	2	101
	13	991	27	1,031
	1.26%	96.12%	2.62%	100.00%



## OPERATING STATISTICS

### REVENUE MILES 2/1/2020 - 2/29/2020

From 2/1/2020 through 2/29/2020 VIA HWY 140 operated a total of 26,634 revenue service miles.

Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekdays</b>					
	Catheys Valley	2W	19	69	1,311
	Merced	1XW	19	87	1,653
	Merced	3W	19	87	1,653
	Merced	4XW	19	87	1,653
	Merced	5W	19	87	1,653
	Merced	6W	19	87	1,653
	Midpines	7WOct	19	51	969
	Yosemite	10XW	19	87	1,653
	Yosemite	11W	19	87	1,653
	Yosemite	11WX	1	87	87
	Yosemite	12W	19	87	1,653
	Yosemite	8W	19	87	1,653
	Yosemite	9W	19	87	1,653
<b>Total Mileage</b>					<b>18,897</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Weekends</b>					
	Catheys Valley	2W	9	69	621
	Merced	3W	9	87	783
	Merced	4XW	9	87	783
	Merced	5W	9	87	783
	Merced	6W	9	87	783
	Yosemite	11W	9	87	783
	Yosemite	12W	9	87	783
	Yosemite	8W	9	87	783
	Yosemite	9W	9	87	783
<b>Total Mileage</b>					<b>6,885</b>

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Type of Day	Starting Point	Runs	Trips	Mileage	Total Mileage
<b>Holidays</b>					
	Catheys Valley	2W	1	69	69
	Merced	3W	1	87	87
	Merced	4XW	1	87	87
	Merced	5 Extra	1	87	87
	Merced	5W	1	87	87
	Merced	6W	1	87	87
	Yosemite	11W	1	87	87
	Yosemite	12W	1	87	87
	Yosemite	8W	1	87	87
	Yosemite	9W	1	87	87
<b>Total Mileage</b>					<b>852</b>
<b>Grand Total</b>					<b>26,634</b>
<b>YARTS Total</b>					<b>26,634</b>

**REVENUE HOURS**

From 2/1/2020 through 2/29/2020 VIA HWY 140 provided a total of 890.90 vehicle service hours.

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekdays</b>					
	Catheys Valley	2W	19	2.10	39.90
	Merced	1XW	19	2.50	47.50
	Merced	3W	19	3.20	60.80
	Merced	4XW	19	3.00	57.00
	Merced	5W	19	3.30	62.70
	Merced	6W	19	3.20	60.80
	Midpines	7WOct	19	1.50	28.50
	Yosemite	10XW	19	2.90	55.10
	Yosemite	11W	19	2.80	53.20
	Yosemite	11WX	1	2.80	2.80
	Yosemite	12W	19	3.00	57.00
	Yosemite	8W	19	2.80	53.20
	Yosemite	9W	19	2.60	49.40
<b>Total Hours</b>					<b>627.90</b>

Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Weekends</b>					
	Catheys Valley	2W	9	2.10	18.90
	Merced	3W	9	3.20	28.80
	Merced	4XW	9	3.00	27.00
	Merced	5W	9	3.30	29.70
	Merced	6W	9	3.20	28.80
	Yosemite	11W	9	2.80	25.20
	Yosemite	12W	9	3.00	27.00
	Yosemite	8W	9	2.80	25.20
	Yosemite	9W	9	2.60	23.40
<b>Total Hours</b>					<b>234.00</b>

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Type of Day	Starting Point	Runs	Trips	Actual Hours	Total Hours
<b>Holidays</b>					
	Catheys Valley	2W	1	2.10	2.10
	Merced	3W	1	3.20	3.20
	Merced	4XW	1	3.00	3.00
	Merced	5 Extra	1	3.00	3.00
	Merced	5W	1	3.30	3.30
	Merced	6W	1	3.20	3.20
	Yosemite	11W	1	2.80	2.80
	Yosemite	12W	1	3.00	3.00
	Yosemite	8W	1	2.80	2.80
	Yosemite	9W	1	2.60	2.60
<b>Total Hours</b>					<b>29.00</b>
<b>Grand Total</b>					<b>890.90</b>
<b>YARTS Total</b>					<b>890.90</b>

## Wheelchair Usage

Run Date	Route	Total
	<b>Grand Total</b>	<b>0</b>

**Passengers Left**

Run Date	Route	Total
	<b>Grand Total</b>	<b>0</b>



## **ACCIDENTS/INCIDENTS**

There were zero (0) YARTS accidents/incidents during the month of February 1-29, 2020.

## **ROAD CALLS**

There was (1) road call during the month of February 1-29, 2020.

2/11/20          Run 6          Delayed 3 hours due to mechanical issue en route.

## **SERVICE DELAYS**

There were three (3) notable service delays during the month of February 1-29, 2020. Total on time service for all corridors was 100% based on YARTS contract criteria.

### **Hwy 140**

2/11/20          Run 6          Delayed 3 hours due to mechanical issue en route.

2/16/20          Run 12          Delayed 1.25 hours due to extremely heavy traffic in Yosemite.

2/27/20          Run 4          Delayed due to full bus leaving Merced. Alert sent and passengers referred to Run 5.

### **MAMMOTH Hwy 120/395**

DNR (did not run)

### **SONORA Hwy 120 West**

DNR

### **FRESNO Hwy 41**

DNR

## **MISSED RUNS**

There were zero (0) missed runs during the month of February 1-29, 2020.

### **Hwy 140**

None

### **MAMMOTH Hwy 120/395**

None-DNR

### **SONORA Hwy 120 West**

None—DNR

### **FRESNO Hwy 41**

None--DNR

## **EXTRA RUNS**

There was one (1) extra Run 5 on February 17, 2020 due to a large Amtrak group of 42 passengers.

## **MAINTENANCE**

YARTS owned and VIA YARTS Buses are kept maintained regularly. Currently buses are rotated among runs to evenly distribute miles across the fleet. There are nineteen (19) accessible YARTS and VIA buses available to meet ADA requirements. Maintenance reports are submitted to YARTS Transit Manager for all service and repairs.

### **CUSTOMER COMPLAINTS AND FOLLOW UP ACTIONS**

There were two (2) notable customer concerns that arose during the month of February 1-29, 2020 received by email or phone call. All operational issues are addressed and rectified so they can be avoided in the future. The concerns were as follows:

2/5/20            All Runs            YARTS drivers have been receiving “public transit discount” passes from guests staying at the Bug Hostel Resort. Drivers were questioning if these coupons were valid for reduced fares, and riders are upset that their coupons are not being honored by YARTS.

Follow up with YARTS Staff verified that YARTS does not have a vendor agreement with the Bug Hostel Resort, and so does not honor any discounts they may be providing to their guests. Drivers were advised to not accept these coupons going forward and charge normal fares for these riders.

2/8/20            Run 11            Regular rider said that Run 11 did not stop at Midpines County Park and Ride and that this was the third time he had been missed at this stop.

Follow up on GPS showed that the driver did stop, however, left the stop early. This is unacceptable. YARTS policy is that drivers absolutely leave no timed scheduled stop early, whether passengers are waiting or not. All drivers were given Memo information and voice communications by the contractor management to reiterate the YARTS policy. This particular driver was addressed directly by the Operations Manager and appropriate action was taken to ensure this does not happen again.

### **Weather/Construction/Traffic Delays**

Traffic delays occurred throughout the month due to continual construction, tree removal, and large passenger counts.

### **Free Day Service**

No free day service operated in the month of February 2020. Next free day service is on Earth Day, April 18, 2020.

### **COVID-19**

Even though the main impact of the COVID-19 virus began in March 2020, past the cycle of this report, it seemed important to note that YARTS has taken action to express their concern for the health and safety of all passengers, staff and partners. YARTS Staff has verified the cleaning and sanitation practices of their contractor, VIA, to ensure recommendations from CDC (Centers for Disease Control and Prevention) are being followed. Sanitizer is freely available on all YARTS buses in the restrooms and drivers' compartments. Additionally, notices have been posted on all YARTS buses to provide information to transit riders and share actions that can help prevent the potential spread of the virus.